

July 31, 2013

Ms. Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
P.O. Drawer 11649
Columbia, SC 29211

Ms. Dawn Hipp
Director, Water/Wastewater/Transportation/Consumer Services
Office of Regulatory Staff
1401 Main Street
Suite 900
Columbia, SC 29201

Re: Trollingwood Iron Sediment Report
Docket 2009-479-WS
Order 2012-547

Dear Ms. Boyd and Ms. Hipp:

The purpose of this letter is to provide you with a report concerning United Utilities Companies' (UUC) iron removal filter located at our Trollingwood Water Treatment Plant. Submittal of this report is a requirement contained in the Settlement Agreement referenced in Docket No. 2009-479-WS, Order 2012-547. Specifically, the Order states the following:

6. Reporting: A report regarding the iron sediment in Trollingwood shall be provided to the Commission and ORS; if appropriate, the company shall conduct additional flushing.

The Trollingwood WTP is located in Greenville County and serves a small subdivision containing approximately 54 single family residences. The treatment plant draws groundwater from two wells as the water source for the community. The native groundwater contains noticeable amounts of naturally occurring iron. However, the iron concentration in the finished water is not in excess of federal or state drinking water standards.

In order to provide potable water that does not contain objectionable levels of iron (e.g. is more aesthetically acceptable to the customer), four iron removal filters are utilized to treat all of the water pumped from the two Trollingwood wells.

The standard operating procedure for these iron removal units entails backwashing the media periodically according to the manufacturer's recommendations and as a function of the iron removal efficiency of each unit. Prior to the overhaul, two filters were backwashed on a daily basis, Monday through Friday.

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In May 2010, UUC initiated a complete overhaul of the four iron removal units that was completed on June 14, 2010. This work included the removal and replacement of the filter media, the replacement of internal components and filter screens, and the painting of the units. Thereafter, backwashing of the iron filter media was reduced to one filter per day with excellent results in terms of finished water quality improvements and a reduction in customer complaints. Following the completion of the overhaul, customer complaints dropped significantly, from 14 complaints in the six months preceding the overhaul to a total of 15 complaints in the last 36 months. Of these 15 complaints, eight were attributable to mechanical or electrical equipment failures at the water plant that affected water quality temporarily but which were not an indicator of a failure of the iron filters to perform as designed.

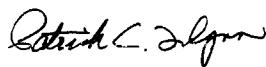
Regarding the distribution system in Trollingwood, UUC staff typically flushes the water mains throughout the system twice per year. In addition, field staff may flush portions of the system in response to specific field activities such as repairs or improvements to water mains, laterals or water meters.

This week, one of the Trollingwood customers made a point to stop at the Well #1 to tell the operator how pleased he has been with the water quality for the past few months. This unsolicited feedback is a good indication that the iron filters are working properly.

I hope that this report adequately describes the results of the improvements made to the filters in 2010 and the flushing activity that has occurred since then. UUC will continue its best efforts to provide clean, potable water to its customers in the cost effective way while maintaining compliance with all regulatory requirements.

Please do not hesitate to contact me if you have any questions at (800) 272-1919, extension 1359.

Best regards,

A handwritten signature in black ink, appearing to read "Patrick C. Flynn".

Patrick C. Flynn
Regional Director

Cc: Rick Durham, Regional Vice President
Mac Mitchell, Regional Manager